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## INTERNATIONAL STUDENT SERVICES POLICY

### 1. Purpose

- 1.1 The purpose of this policy is to provide a framework for the provision of student services to international students at Ikon Institute of Australia (Ikon).
- 1.2 Ikon recognises that international students face unique challenges for the duration of their studies and often require targeted support services to assist them in progressing through their courses. This policy outlines the principles guiding the establishment of international student services at Ikon and details the information that shall be available to international students prior to enrolment, the range of support services that Ikon shall provide, and Ikon's approach to monitoring international students' course progression.
- 1.3 This policy complies with the Education Services for Overseas Students Act (ESOS Act) 2000 and the National Code 2018.

### 2. Scope

- 2.1 This policy applies to all students of Ikon as well as the relevant academic and student-facing support staff and service providers.

### 3. Related Documents

This policy should be read in conjunction with the following documents:

- Student Handbook
- Education Agent Policy
- Student Services Policy
- Learning Support Policy
- Learning Resources Policy
- Student Academic Progress Policy
- Reasonable Adjustment Policy
- Inclusion, Diversity and Equity Policy
- Orientation and Transition Policy
- Health, Safety and Wellbeing Policy
- Grievance and Appeals Policy

This policy and related documents can be accessed via the [Policies and Procedures](#) section of the Ikon website and the student and staff policy libraries.

### 4. Definitions

“**Academic Skills**” means skills and abilities that enable effective knowledge acquisition, understanding and critical thinking at a higher education level. Academic skills include effective study habits, note-taking, effective listening, reading critically, exam preparation, and time management.

**“Academic Support Services”** means support services Ikon offers students to help them effectively read, understand, write and engage with academic learning. This includes workshops, seminars and one-on-one consultation sessions.

**“Access to Appropriate Support Services”** means students are provided with information on, and access to, academic support services that are consistent with the requirements of their course of study, their mode of study and the learning needs of student cohorts.

**“Education Services for Overseas Student Act 2000 (ESOS Act)”** means the Australian federal legislation establishing legislative requirements and standards for the quality assurance of education and training institutions offering courses to international students who are in Australia on a student visa.

**“International Student”** means a student enrolled in a course of study at Ikon who is not a citizen of Australia or New Zealand, or an Australian Permanent Resident, and has been granted a student visa to study full-time in Australia.

**“Non-academic Support Services”** means support services Ikon offers students to assist with their transition into higher education in Australia and ensure their time at Ikon is an enjoyable and satisfying experience. Non-academic support services include counselling, medical and welfare assistance.

**“Orientation”** means the scheduled program of activities prior to the beginning of each trimester that provides students with opportunities to meet staff and other students, tour the campus, enrol in academic support workshops and seminars, engage in social activities, learn more about Ikon and the services on offer, learn more about their rights and responsibilities as students, and access other essential information

**“Student Handbook”** is a valuable resource for students throughout their time at Ikon. The Student Handbook is available on the Ikon website and contains course information and contact details for student support services and identifies student policies and procedures.

**“Student Portal”** means the online login access point for students to access the learning management system, student email and library resources.

**“Student Support Services”** means the non-academic support services. The Student Experience Team can refer students to counsellors, general practitioners, and other health and wellbeing services.

## POLICY

### 5. Principles

- 5.1 Ikon is committed to supporting international students to adjust to life in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of their course.
- 5.2 Ikon recognises that providing academic and non-academic support services, targeted to each cohort, is key to ensuring that all students have equal access and opportunity to succeed in a course at Ikon, regardless of background.
- 5.3 Ikon aims to create a comfortable and supportive learning and teaching environment for our international students.
- 5.4 Ikon has an extensive orientation program devoted to providing comprehensive information about available student services and support staff to meet the needs of all of our international students.

## 6. Roles & Responsibilities

- 6.1 The Registrar is the designated first point of contact for international students who encounter any difficulties in adjusting to life and/or study in Australia.
- 6.2 The Dean oversees the recruitment and training of the Student Experience Team to ensure the provision of a high level of service to Ikon's overseas student cohort.

## PROCEDURE

### 7. Information for International Students

- 7.1 Prior to enrolment or visa application, all international students are given comprehensive, up-to-date, and accessible information as per the *Information Management Policy*. This includes a formal letter of offer outlining the specific nature of the arrangement with the student and attaches all terms and conditions of enrolment.
- 7.2 Following the completion of the enrolment process, students shall be issued information about attending new student orientation, and a student handbook with more specific information about student support services.
- 7.3 International students shall also receive advice and support during the visa application and course application processes. More information can be found in Ikon's *Education Agents Policy*.

### 8. Support Services

- 8.1 Ikon provides a range of academic and non-academic support services which shall be available at no additional charge to international students, including:
  - learning support
  - course advice
  - counselling
  - practical advice regarding essential services: accommodation, health, postage, banking, transport.
  - additional needs support
  - complaints and appeals processes
- 8.2 Additionally, Student Experience staff may also refer international students to more appropriate external support services at no extra cost, such as:
  - Employment assistance
  - Crisis and trauma assistance
  - emergency and health services
  - legal aid and advocacy services
  - how to obtain visa advice
  - mentoring programs
- 8.3 International students shall be given information on how to access support services and resources via orientation sessions and the Student Handbook. Student Experience staff shall also give timely and accurate advice on Ikon support resources on request.
- 8.4 These services shall be designed to cater to each student cohort, and Ikon shall collect feedback via student feedback surveys to ascertain their effectiveness.

- 8.5 All support staff are trained to be aware of the rights and specific needs of international students. The Student Experience Manager acts as the primary point of contact for international students and ensures that all support services are readily accessible.

#### Orientation

- 8.6 International students shall be instructed on how to access emergency services in Australia, as well as general safety and health tips for living and studying in Australia.
- 8.7 International students shall also be briefed on the variety of academic and non-academic support services available to them. More information can be found in Ikon's *Orientation and Transition Policy*.

#### Academic Support

- 8.8 Whilst Ikon adheres to strict English standard entry requirements for international enrolments, as outlined in Ikon's *International Student Admissions Policy*, it must nonetheless be acknowledged that at times, due to the complexity of course content, academic support is necessary in order to ensure that international students are able to make the most of their educational experience.
- 8.9 Ikon shall ensure that all international students have access to academic skills support.
- 8.10 Where English is not the student's first language, and the student is having difficulty with their study, Ikon shall recommend language support services.
- 8.11 The Academic Support Team shall consult with each student identified as requiring academic support. Academic support needs of international students may arise from issues associated with:
- literacy
  - numeracy
  - study techniques
  - time management
  - organisational skills
  - working with others
  - computing skills
  - course academic requirements
  - English academic language
  - equity and diversity factors

More information can be found in Ikon's *Learning Support Policy* and *Student Academic Progress Policy*.

## 9. Course Progression

- 9.1 Ikon understands that international students face unique challenges when it comes to course progression compared to domestic students. As such, the Academic Support and Student Experience teams shall periodically review the array of support services available to international students and make improvements wherever possible.
- 9.2 Should an international student fall into the 'at-risk' category, the procedures in Ikon's *Student Academic Progress Policy* shall apply.
- 9.3 Additional assistance shall be provided with regard to visa issues that the international student may encounter as a result of their 'at-risk' categorisation.

## 10. Publication

- 10.1 This policy shall be published in the *International Students* section on the Ikon website, and the student and staff policy libraries.

### Policy Information & History

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Endorsed by	Dean
Date of Endorsement	29 March 2022
Previous Versions	1 November 2016
Next Review Date	March 2025
Government Legislation	<u><a href="#">Tertiary Education Quality and Standards Agency Act 2011</a></u> <u><a href="#">Higher Education Standards Framework (Threshold Standards) 2021</a></u> <u><a href="#">Education Services for Overseas Students Act (ESOS Act) 2000.</a></u> <u><a href="#">National Code 2018</a></u> <u><a href="#">Australian Qualifications Framework</a></u>
Responsible Officer	Dean
Benchmarking:	External referencing activities were conducted against comparable providers and best practice using publicly available information for: Alphacrucis College, Excelsia College, Australian College of Christian Studies, University of South Australia, and the University of Adelaide.